

Person Specification

Job Title: ICT Technician

| Knowledge | Essential | Desirable |
|---|------------------|------------------|
| Good knowledge of general ICT software and hardware | ✓ | |
| Understanding of child safeguarding procedures | | ✓ |
| | | |
| Qualifications | | |
| Willingness and ability to obtain/or enhance qualifications and training for development in post | ✓ | |
| | | |
| Experience | | |
| Experience of working in an IT support role | ✓ | |
| Experience of Active Directory and user account management | ✓ | |
| Good understanding of current software operating systems | ✓ | |
| Experience of network protocols and VLANs | | ✓ |
| Exposure to automated OS and software deployment techniques | | ✓ |
| Experience with anti-virus solutions | | ✓ |
| Experience of connecting mobile devices to centralised services | | ✓ |
| Experience of working in a school environment | | ✓ |
| An appreciation of the ICT related requirements in an educational environment | | ✓ |
| | | |
| Skills | | |
| Excellent attention to detail | ✓ | |
| Excellent communication and listening skills. | ✓ | |
| Able to independently research and implement ICT solutions | ✓ | |
| Displays tact and sensitivity with an understanding and respect for confidentiality and security | ✓ | |
| Good time management and organisational skills | ✓ | |
| Ability to think creatively and solve basic problems | ✓ | |
| Ability to relate to students in a pleasant and sympathetic manner and to recognise potential child safeguarding issues | ✓ | |